

BALWIN PROPERTIES IS RECRUITING

Estate Manager

QUALIFICATIONS & EXPERIENCE REQUIRED

-  Facilities and/or Property Management Degree or similar
-  5+ Years Experience
-  Experience Type : Estate management, Residential Estate operations management.
-  Required: Strong Leadership skills, ability to problem solve, strong administration and operational skills, customer service.

Position Type:	Permanent
Job Role:	Estate Manager
Location:	Gauteng
Benefits:	Provident Fund / Medical Cover
Joining Date:	As soon as possible

KEY DELIVERABLES

-  A strong understanding of business and industry practices;
-  Ability to manage and run the day-to-day operations of an upmarket residential rental development.
-  Management of estate and providing tenants with an exceptional experience.
-  Management of Estate operations, facilities, and contractor performance.
-  Ensuring that the Estate is well maintained and dealing professionally with all stakeholders.

DUTIES AND RESPONSIBILITIES

-  Estate Operations
-  Manage the daily operation of the Estate and ensure the highest standards of presentation and maintenance.
-  Oversee landscaping, cleaning, waste management, repairs and preventative maintenance programmes.
-  Ensure all communal facilities and amenities remain fully operational and well maintained. Conduct regular inspections and implement corrective actions where required.
-  Security & Risk Management
-  Work closely with the Estate's security service provider to maintain a safe and secure environment.
-  Oversee access control systems, CCTV monitoring and estate security procedures.
-  Manage security incidents and emergency situations professionally and efficiently. Ensure compliance with all security protocols and emergency response procedures.
-  Contractor & Service Provider Management
-  Manage the performance of all contractors and service providers. Monitor service delivery against agreed standards and contractual obligations.
-  Ensure maintenance work is completed timeously and to the required quality standards.
-  Tenant Experience
-  Serve as the primary point of contact for Tenants regarding estate-related matters building positive relationships through professional communication and responsive service.
-  Resolve tenant queries, complaints and operational issues promptly and coordinate estate communications, notices and community initiatives.
-  Financial & Administrative Management
-  Assist with operational budgeting and expenditure control and monitor operational costs and identify opportunities for efficiencies.
-  Ensure accurate record keeping and reporting and working closely with the Property Management and Finance teams regarding operational matters.
-  Compliance, Health & Safety
-  Ensure compliance with all applicable legislation, company policies and Estate rules.
-  Conduct regular health and safety inspections and risk assessments ensuring the maintenance of occupational health and safety standards across the Estate.

SKILLS AND TRAITS

-  Strong operational and facilities management experience.
-  Excellent communication and interpersonal skills.
-  Sound financial and administrative abilities.
-  Proficiency in Microsoft Office.
-  Strong organisational, planning and problem-solving skills.
-  Ability to perform effectively under pressure.
-  High attention to detail with a proactive approach.
-  Valid driver's licence.

Should you wish to apply please send a motivational letter, CV, ID and Academic Records to careers@balwin.co.za

